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Attorney's Docket No.: 002950-0015

Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re International Application Of:

Richard Ney, et al.

Application No.: 09/379,385

Filing Date: August 23, 1999

For: METHOD AND PROCESS FOR  
ACCUMULATING AND  
SUMMARIZING DATA FOR  
DEFINED TIME INTERVALS  
WITHIN A CUSTOMER  
INTERACTION SYSTEM

Examiner: Thomas Dixon

Art Unit: 2161

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on April 24, 2002  
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Signature Date 4/24/02

Assistant Commissioner for Patents  
Box Non-Fee Amendment  
Washington, D.C. 20231

AMENDMENT AND RESPONSE TO THE OFFICE ACTION

Sir:

In response to the Office Action of January 24, 2002, please enter the following amendments.

IN THE CLAIMS

✓✓✓✓✓  
Please amend the claims 6,7,14, 19, and 20 as follows:

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GROUP 3600

21 Sub B2  
6. (Amended) The method of claim 1, wherein the cumulative record is identified from among a plurality of cumulative records, each of the plurality of cumulative records comprising a row of a result set that includes a plurality of columns, each column specifying a data operation that determines how the